GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:2275
ANSWERED ON:17.03.2005
UNDER WEIGHT LPG CYLINDERS
Barman Shri Hiten

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Oil Companies had instructed to LPG distributors to ensure that delivery man carry with him a spring balance, so as, to check weight of LPG cylinders while supplying to the consumers ;

(b) whether these instructions are being complied with ;

(c) if not, the reasons therefor ;

(d) whether the government proposes to provide complaint cards to the delivery man and action taken on the complaints by the customers within a fortnight ;

(e) whether the Government proposes to issue directives to the LPG distributors in the country to replace the under-weight cylinders immediately ; and

(f) if so, the details thereof ?

Answer

MINISTER OF PETROLEUM & NATURAL GAS & PANCHAYATI RAJ (SHRI MANI SHANKAR AIYAR)

(a) to (c) : In a bid to enhance customer satisfaction levels, distributors in selected markets have been advised by Public Sector Oil Marketing Companies (OMCs) to provide a spring balance to enable the customer to verify the correctness of weight of LPG in the cylinder. OMCs have introduced this scheme in major markets of the country.

(d) : A complaints register is kept at distributorship locations in addition to operating Customer Relations Centres (CRCs) at selected markets to enable customers to lodge complaints.

(e) & (f) : Underweight cylinders detected at distributors' / customers' premises are replaced free of cost in the event of the seal of the cylinder being intact.